

Human Rights CHRIS Changes

Individual (Select Individual) Tab

The **SSN** is now required. **Note:** If the individual does not have a SSN or the SSN is unknown, enter 999999999. **This requirement will also apply to serious incident reports made to the Office of Licensing.** The enhancement will assist the department in identifying duplicate entries and contribute to the development of a unique identifier.

* Legal Name (First, MI, Last)	Bugs Bunny
* SSN (no dashes) Don't have SSN Please enter (999999999)	012345678 (999999999)

In the Demographics section of this tab, the **Substitute Decision Maker** field is now required. When “Yes” is selected, the “Name” and “Relationship to Individual” fields must be completed. This will assist the department in knowing when certain notifications and decisions intended for the Substitute Decision Maker are applicable.

DEMOGRAPHICS

*Date of Birth (format: 99/99/9999)	01/23/1900	
*Race	Other	*Gender Male
Medicaid Number	111122223333	
* Substitute Decision Maker	☐ No ☒ Yes	Name Bugs Bunny, Sr.
Relationship to Individual	Parents	

Allegation Tab

When entering the Location, the FIPS code will now automatically populate. This enhancement is intended to save time for the end-user as well as prevent end user error in selecting the wrong FIPS code.

Provider:	<i>Richmond Behavioral Health Authority</i>			
Location:	REACH Adult Transition Home ▼			
	<i>(Entry of Street, City, State and Zip are required for CSB and private provider individuals.)</i>			
Street	107 S. Fifth Street			
City,	Richmond	VA	23219	
State, Zip	760	Richmond (city)		
*FIPS				

Types of abuse and neglect have been added and expanded to assist in identifying complaints involving abuse, neglect, and exploitation.

- Four new abuse types have been added – **Psychological**; **Neglect: Missing Individual, Elopement, AWOL**; **Neglect: Medication Related**; and **Neglect: Failure to provide services necessary for health, safety and welfare**. Multiple types of abuse may still be selected.
 - **Psychological** – individual is alleged to have experienced emotional harm that may be evidenced by changes in the individual’s behavior (i.e. becoming withdrawn, avoidance of specific people or situations)
 - **Neglect: Medication Related** - a mistake by the provider in administering medication to an individual and includes when any of the following occur: wrong medication is given to an individual, wrong dosage of a medication is given to an individual, the wrong method is used to give the medication to the individual and/or the medication is given to an individual at the wrong time or not at all.
 - **Neglect: Missing/Elopement/AWOL** refers to when an individual is not physically present when and where they should be and their absence cannot be accounted for or explained by their supervision need, and the individual has been determined to lack capacity or their capacity is currently in doubt. This option may be selected when it is not clear that the provider followed their internal policy regarding supervision and support at the time the individual left or was discovered to have left the program/service.
 - **Neglect: Failure to provide nourishment, treatment, care, goods or services** – failure to provide what is necessary for the individual’s health, safety and welfare in accordance with their identified needs (ISP) and the level of service, (i.e. failure

to provide food, clothing, support or appropriate supervision). This option may be selected when the identified failure could be the result of inaction by one or more staff or possibly the result of a programmatic failure (i.e. inadequate policy or infrastructure).

- **Seclusion** and **Restraint** have been made their own type of abuse.

DETAILS

* Type: (Select All that apply)	☐ Physical	☐ Sexual	☐ Verbal	☐ Seclusion	☐ Restraint	☐ Exploitation
	☐ Psychological	☐ Neglect: peer on peer aggression	☐ Neglect: Missing Individual, Elopement, AWOL	☐ Neglect: Medication Related	☐ Neglect: Failure to provide services necessary for health, safety and welfare	
*Describe the Abuse	Check Spelling					

The “**Print Abuse**” or “**Print Complaint**” button allows the user to view the record prior to printing or saving.

	Who entered report in CHRIS?	
Name (First, MI, *Last)	Test	Tester
*Phone	(804) 304-6666	Phone(####) ###-####
Save Cancel Delete Print Abuse		



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DBHDS | Virginia Department of Behavioral Health and Developmental Services
CHRIS - Comprehensive Human Rights Information System

Abuse Allegation Report
Richmond Behavioral Health Authority

Abuse #: 20230001 Alleged Abuse Date: 1/9/2023 Medicaid Number: 111122223333
 Individual Name: Bugs "BB" Bunny Individual ID #: 1802022118154829 SSN: 012345678
 Gender: M Race: Other DOB: 1/23/1900
 Waiver Type: Other Waiver Is Individual receiving a Waiver here? Yes
 Case Management CSB: Richmond Behavioral Health Authority
 Service Type:
 Location: 107 S. Fifth Street Richmond, VA 23219
 Specific Site: cafeteria
 Substitute Decision Maker: Bugs Bunny, Sr.
 Relation: Parents

	Physical	Sexual	Verbal	Neglect Failure	Neglect P2P	Expl.	Seclusion	Restraint	Neglect: Missing	Neglect Med.	Psych	Other
Abuse Alleged:	☐	☐	☒	☐	☒	☐	☐	☐	☐	☐	☐	
Abuse Occurred:	☐	☐	☒	☐	☒	☐	☐	☐	☐	☐	☐	☐

Explain Other:

Description: Staff #1 called me stupid when I didn't get the right answer on the activity. Individual John then punched me in the face and Staff #1 didn't do anything.

Notification Tab

Department of Health Professions notification has been added. This section is not required to save the record. The information should be entered when applicable, to ensure an accurate and complete CHRIS entry.

DEPARTMENT OF HEALTH PROFESSIONS

Name (First, MI, Last)			
Date/Time Notified (format: 99/99/9999) (hh:mm AM or PM)			
Method of Notification	v		

Investigation Tab

The Disposition section of this tab has been updated to reflect all the types of abuse and neglect on the Allegation tab.

Additionally, an “**Other (Explain on below textbox)**” category has been added. When this is checked, an explanation must be provided in the textbox. This box should be checked when a violation besides abuse, neglect or exploitation has been identified.

DIRECTOR OR INVESTIGATION AUTHORITY'S DISPOSITION

What type of Abuse/Neglect occurred? (check all that apply)

Physical	☐ Yes ☐ No ☐ Undo	Psychological	☐ Yes ☐ No ☐ Undo
Verbal	☒ Yes ☐ No ☐ Undo	Neglect: peer on peer aggression	☒ Yes ☐ No ☐ Undo
Sexual	☐ Yes ☐ No ☐ Undo	Neglect: Missing Individual, Elopement, AWOL	☐ Yes ☐ No ☐ Undo
Seclusion: Not in compliance with standards	☐ Yes ☐ No ☐ Undo	Neglect: Medication Related	☐ Yes ☐ No ☐ Undo
Restraint Not in compliance with standards	☐ Yes ☐ No ☐ Undo	Neglect: Failure to provide services necessary for health, safety and welfare	☐ Yes ☐ No ☐ Undo
Exploit	☐ Yes ☐ No ☐ Undo	*Other (Explain on below textbox)	☐ Yes ☐ No ☐ Undo

*Please explain Other	
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In the **Rationale** section, the “Other” checkbox has been revised to read, “**Other (e.g., video footage).**” As a reminder, this option should be checked, and the corresponding textbox completed to describe the evidence used to determine the disposition.

Rationale	☒ Eyewitness Statements
	☒ Staff Admissions
	☐ Failure to Follow Behavior/Mgmt Plan
	☐ Failure To Follow Policy
	☐ Witness Credibility
	☒ Other (e.g., video footage)
Other Rationale	Review of video footage; physical evidence; other witness statements and documentary evidence

Reports

The **Reports** option in the left side Navigation bar allows the end user to view abuse, complaint, and other reports. This option can be accessed from any tab in CHRIS.

The screenshot displays the CHRIS - Comprehensive Human Rights Information System interface. At the top, the header reads "DBHDS | Virginia Department of Behavioral Health and Developmental Services" and "CHRIS - Comprehensive Human Rights Information System". Below the header, the "Status of Complaint Cases" section is visible. It includes filters for "Agency Type: CSE", "Date Range: 4/2/2023 - 4/27/2023", and "Waiver Type: None". The main content area shows a table with columns for "Name", "Complaint Number", "Date of Complaint", "Category / Sub-Category", "Case Status", and "Dignity". The table lists a case for "Mary Brown" with a complaint number of "1" and a category of "Physical Environment". Below the table, there is a summary section for "222 - Chesterfield Community Services Board" showing various statistics: "Total Complaint Cases: 1", "Total Pending Cases: 1", "Total Closed Cases: 0", "Complaints Resolved: 0", "Director Level: 0", "Commissioner Level: 0", "LHRC Level: 0", "SHRC Level: 0", and "Not Reported: 1". The summary also includes a list of categories and their counts: "Assurance of Legal Rights: 0", "Treatment with Dignity: 1", "Participation in Treatment Decision-Making: 0", "Research: 0", "Work: 0", "Access to and amendment of services record: 0", "Notification: 0", "Review Process: 0", "Services in accordance with sound therapeutic practices: 0", "Confidentiality: 0", "Restriction on freedoms of everyday life: 0", "Use of Seclusion, restraint and time out: 0", "Determination of capacity to give consent or authorization: 0", and "Authorized representatives: 0".